

Avaya G3 V6.3, ProLogix, BCS & Guestworks Integration Bulletin Switch#142

Overview

The Avaya Definity G3 V6.3 or above, Prologix, BCS and Guestworks switches provide a seamless inband (Mode Code) integration to DuVoice products. Callers can be forwarded to a personal greeting on internal and external calls. Users will be automatically logged into their mailbox if they access voice mail from their telephone. Many different auto attendant greetings can be defined by the telephone (trunk) number dialed and can also be changed when the switch is set from day to night service.

Requirements

- Avaya Definity G3 V6.3 or above, Prologix, BCS and Guestworks switch. Anything below version 6.3 may not allow the mode code integration.
- INIT Password to the switch to enable the Mode Code Interface, or have Avaya do this remotely.
- One analog station per voice mail port.
- One analog station for the remote administration modem.
- Dedicated un-interruptible power supply (UPS) for the voice mail system.

Switch Programming

The switch programming can be outlined in the following steps. More detail is provided in the following pages.

- In Optional Features: Set **Mode Code Interface to Y**
- In station programming for all voice mail port extensions **Type: VMI** (This setting cannot be exported) **LWC Activation: Y** and **Name: VM 1** (2,3,4,etc.), **Switch hook Flash: Y**, **Data Restriction:N**, **Adjunct Supervision: Y**
- In Hunt Group programming, create **Group Number: 7** and add all voice mail extensions to Group Member Assignments. **Group Type: ucd-mia**, **Queue: Y**, **Queue Length: 4** (or equal to number of members (ports) if greater than 4). Assign a **Group Extension number** which conforms to your dialing plan.
- In Feature Access Codes set **Leave Word Calling Send A Message: #53** and **Leave Word Calling Cancel A Message: *53**
- Create a new **Coverage Path: 50** with coverage points to the voice mail hunt group and the receptionist.
- In station programming set the users stations to **LWC Reception: msa-spe** , **LWC Activation: Y**, **Coverage Path 1: 50** and **Restrict Last Appearance: Y**.
- A Go To Coverage button can be programmed on any digital phone. This will allow a call to be transferred to an extension's coverage path. A caller will go into an extension's VM box if the coverage path is to the DuVoice VM. Operation: The Attendant would push the DSS button, then the Go To Coverage button, and a user would press Transfer, Extension, then the Go To Coverage button.

VM System Programming

The VM system programming can be done in a few steps.

Set the switch integration to 142

Change the number of digits

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DV2000

Programming

In order for the voicemail ports to have the proper off-hook delay with the PBX switch, some DV2000 programming may be necessary. Perform the following after all PBX switch and other voicemail programming has been completed:

Access the System Configuration with the following: Click **Start, System Configuration, and the Password (duvoice)**.

Double click Port 1. This will open the Port 1 configuration settings. Click on **Details of the PBX Port Integration window and then on Advanced Settings tab**.

Scroll down and double click **DXBD_OFFHDLY**, change **New Setting** to **10**. Click **OK**.

Close all windows except the **System Configuration** window. Repeat above steps for remaining ports.

When the **Port Activity Viewer** shows all ports as IDLE, click on **Tools** in the **System Configuration** window and then click **Upload Voice Board Parameters**.

Close the **System Configuration** window.